

SBC - Indiana Study

Presubscription Interexchange Carrier (PIC) Change Charge Nonrecurring Cost Study

2005-2008

September 2004



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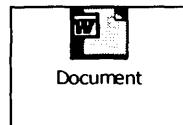
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Cost Study Overview & Methodology

Double click on the file below for a detailed Overview & Methodology write-up



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Overview and Methodology

Purpose

The purpose of this cost study is to provide updated costs for PIC and LPIC Change orders. For reference, an acronym glossary is included as a separate tab within this cost study.

Service Description

Presubscription is a procedure whereby an end user may select and designate to the Telephone Company an Interexchange Carrier (IC) to access, without dialing an access code, for interLATA and intraLATA calls. This IC is referred to as the end user's primary IC. A charge associated with interLATA is a PIC. A charge associated with intraLATA is a LPIC.

Rate Element Descriptions

Cost per PIC Change or LPIC Change per change

Activity-Based Costing

Activity-Based Costing is a widely used method of identifying costs. The structure of an ABC study is based on the fact that activities performed by the company consume resources, and these resources have a specifically identifiable cost. Activities, then, are used to provide services. This gives a logical, easy-to-follow flow through the costing procedure.

Activity-Based Costing uses a number of specific terms, such as *resource*, *activity*, *cost object*, and *drivers* which have simple, yet special meanings.

- A *resource* can be a piece of equipment, a labor rate, or a vendor contracted expense.
- An *activity* is an action that consumes resources. The cost of the activity is calculated based on the cost of the resources that the activity consumes, and the resource driver, or the quantity of resources the activity consumes.
- A *cost object* is a product (i.e., PIC Change).
- *Drivers* are specific units that represent quantities of activities and resources. For example, time in minutes, or orders per line may be drivers. Resource drivers are the quantity of resources consumed by an activity. Activity drivers are the number of activities necessary to provide the service.

The Basics of Activity-Based Costing are:

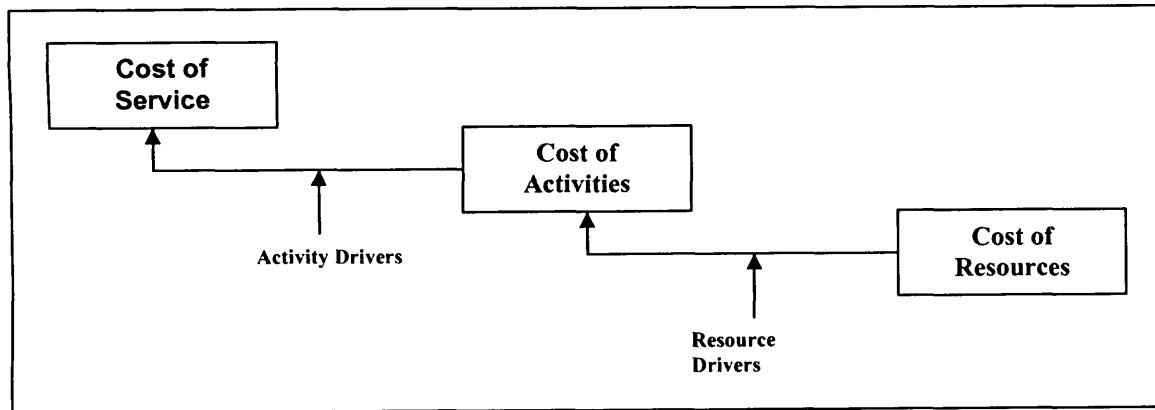
- Cost objects (i.e., services) are provided by activities.
- Activities consume resources.
- Consumption of resources drives costs.

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Figure 1 illustrates the flow of Activity-Based Costing.

Figure 1



Line and Change Quantity Efficiency

Customers may have more than one access line and ask to have their PIC changed on multiple lines on the same request (or order). In addition, on the same request, the same customer may also request LPIC changes on the same lines. There are efficiencies associated with performing PIC changes on multiple lines and performing a LPIC change at the same time as a PIC change. This efficiency is included in the cost results.

The SMEs provided time estimates that represent the total activity time required to make all changes on all lines on an average size request. In other words, the SMEs, based on their experience processing requests, estimated an average number of changes required on a request and provided the total time to process all changes. The Bill of Costs tab adjusts the per request costs to per change by multiplying the resulting business channel costs by orders per change (or the inverse of changes per order), thereby accounting for any line and change quantity efficiencies resulting from multiple lines or changes per line on the same request.

Labor Rates

The labor rate represents the cost to SBC of a single hour of labor. The labor rate is inflated (based on the Consumer Price Index) to the midpoint of the study period to make the labor cost representative of the entire study period. A more detailed discussion of labor rates and inflation factors is found later in this methodology.

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Inflation Factors

Inflation Factors are utilized to provide one cost over a multi-year period. The inflation factors are developed by using the forecast of the Consumer Price Index (CPI). The CPI represents changes in prices of all goods and services purchased for consumption by urban households. User fees (such as water and sewer service) and sales and excise taxes paid by the consumer are also included. Income taxes and investment items (like stocks, bonds, and life insurance) are not included.

Labor Rate Development Methodology

Labor rates identify the cost to the firm of consuming a particular resource—an hour of labor. Labor rates begin with a basic hourly wage or salary, and then include costs directly caused by labor that are not captured in the basic wage. These other direct labor costs include:

- break time and/or tour length costs,
- paid absence costs,
- special payments such as team awards and recognition,
- payroll taxes, pension costs, benefit costs,
- support assets, including capital costs associated with support assets
- Other direct costs such as travel and training, and clerical support and supervision.

Labor rates are developed at the proper level of detail to provide accurate costs for specific activities. First, SBC looks at specific groups of function codes (which designate a specific job function) or activity codes (which designate a specific job activity). These function/activity codes are part of SBC's functional accounting system used to report expenses company-wide. For example, 21XX is the group of all wages and expenses charged to function codes or activity codes that begin with "21", which in this example represents Operator Services functions and activities.

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Within the specific group, SBC develops labor rates by Market Zone (for management employees) or Wage Category (for non-management employees). The Market Zone and Wage Category are specific job classifications that determine how much the company pays for a particular job.

The Labor rates in this study begin with an average wage per hour from payroll records. SBC derives relationships of expenses to wages, or expenses to hours worked, to develop labor factors or loadings that it then applies to basic wages to produce total hourly labor cost. All base labor rates in this study represent calendar year 2003. If SBC did not have current labor base rates for a particular state or job title, the most recent labor rate available was adjusted by bringing the basic wage portion of the labor rate current and updating the benefit factor using the most recent data available.

For more information, separate Labor Rate Development documentation is available.

Cost Study Assumptions and Parameters

- TSLRIC Methodology
- Add/remove PIC protection costs are in the PIC change charge
- Slamming costs are included in the PIC change charge
- Study period is 2005 – 2008
- Labor Rates are base year 2003, adjusted to 2006, which is the midpoint of the planning period (2005 – 2008)

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Results					
(A)	(B)	(C)	(D)	(E)	
Line	Cost Element	Total Cost	Overhead Factor	Total Rate	
	Source: <i>Bill or Costs</i>	Source: <i>Input</i>	Source: <i>Input</i>	Source: <i>Input</i>	$(E)=(C)*(1+D)$
1	PIC / LPIC Charge, Cost per Change	\$3.41	32.17%	\$4.51	

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Bill of Costs

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Ln	Cost Element / Activities	Bill of Costs					
		(C)	(D)	(E)	(F)	(G)	
		Activity Driver	Unit Activity Cost	Orders per Other Activity Driver	Activity Driver Description	Activity Cost (G=C*D*E)	
		Driver	Source: BOAC	Source: Drivers	Source: Drivers		
PIC / LPIC Charge, Cost per Change							
1	Change PIC for "Customer Care Center"	\$5.75	0.49	73.0%	% of manual orders worked by Consumer Customer Care center	\$2,060	
2	Change PIC for "Global Markets"	\$45.54	0.02	0.8%	% of manual orders worked by Global Markets center	\$0,007	
3	Change PIC for "Non Complex Accounts" (Value)	\$9.90	0.22	3.7%	% of manual orders worked by Non Complex (Value) center	\$0,080	
4	Change PIC for "Complex Accounts - Sales" (Signature)	\$10.36	0.12	0.8%	% of manual orders worked by Complex - Sales (Signature	\$0,010	
5	Change PIC for "Complex Accounts - Sales Support" (Signature)	\$30.15	0.12	0.3%	% of manual orders worked by Complex - Sales Support	\$0,010	
6	Change PIC for "ISDN Call Center (Prime)"	\$31.51	0.00	0.003%	% of manual orders worked by ISDN Prime center	\$0,000002	
7	Change PIC for "ISDN Call Center (Direct)"	\$28.40	0.50	0.0%	% of manual orders worked by ISDN Direct center	\$0,000	
8	Change PIC for "ISDN Call Center (Centrex)"	\$28.40	0.01	0.034%	% of manual orders worked by ISDN Centrex center	\$0,00013	
9	Change PIC for "GEM"	\$4.72	0.09	1.0%	% of manual orders worked by GEM center	\$0,004	
10	Add PIC protection for "Customer Care Center"	\$1.16	0.49	0.0076	Ratio of Consumer Customer Care Adds to Total PIC Changes	\$0,0043	
11	Add PIC protection for "Global Markets"	\$37.29	0.02	0.0006	Ratio of Global Markets Adds to Total PIC Changes	\$0,0004	
12	Add PIC protection for "Non Complex Accounts" (Value)	\$2.98	0.22	0.0012	Ratio of Non Complex Adds to Total PIC Changes	\$0,0008	
13	Add PIC protection for "Complex Accounts - Sales" (Signature)	\$3.12	0.12	0.0009	Ratio of Complex - Sales Account Adds to Total PIC Changes	\$0,0003	
14	Add PIC protection for "Complex Accounts - Sales Support" (Signature)	\$2.53	0.12	0.0003	Ratio of Complex - Sales Support Account Adds to Total PIC Changes	\$0,0001	
15	Add PIC protection for "ISDN Call Center (Prime)"	\$22.07	0.00	0.000005	Ratio of ISDN Prime Adds to Total PIC Changes	\$0,000000	
16	Add PIC protection for "ISDN Call Center (Direct)"	\$22.07	0.50	0.0000	Ratio of ISDN Direct Adds to Total PIC Changes	\$0,00000	
17	Add PIC protection for "ISDN Call Center (Centrex)"	\$22.07	0.01	0.00005	Ratio of ISDN Centrex Adds to Total PIC Changes	\$0,000015	
18	Add PIC protection for "GEM"	\$4.56	0.09	0.0020	Ratio of GEM Adds to Total PIC Changes	\$0,0009	
19	Add PIC/LPIC Protection (outside vendor) - Personix	\$20,223.82	0.00000093	1/Total PIC-LPIC Transactions	\$0,0189		
20	Add PIC/LPIC Protection (outside vendor) - CMI Aspen	\$4,395.23	0.00000093	1/Total PIC-LPIC Transactions	\$0,0041		

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Bill of Costs

Bill of Costs						
(A)	(B)	(C)	(D)	(E)	(F)	(G)
Ln	Cost Element / Activities	Unit Activity Cost Source: BOAC	Activity Driver (Orders per Change) Source: Drivers	Other Activity Driver Source: Drivers	Activity Driver Description	Activity Cost (G=C*D*E)
21	Remove PIC protection for "Customer Care Center"	\$1.17	0.49	0.0007	Ratio of Consumer Customer Care Removes to Total PIC Changes	\$0.0004
22	Remove PIC protection for "Global Markets"	\$42.31	0.02	0.0008	Ratio of Global Markets Removes to Total PIC Changes	\$0.0006
23	Remove PIC protection for "Complex Accounts - Sales" (Signature)	\$4.81	0.12	0.0004	Ratio of Complex - Sales Removes to Total PIC Changes	\$0.0002
24	Remove PIC protection for "Complex Accounts - Sales Support" (Signature)	\$4.90	0.12	0.0001	Ratio of Complex - Sales Support Removes to Total PIC Changes	\$0.0001
25	Remove PIC protection for "ISDN Call Center (Prime)"	\$22.07	0.00	0.00004	Ratio of ISDN Prime Removes to Total PIC Changes	\$0.000000
26	Remove PIC protection for "ISDN Call Center (Direct)"	\$22.07	0.50	0.0000	Ratio of ISDN Direct Removes to Total PIC Changes	\$0.0000
27	Remove PIC protection for "ISDN Call Center (Centrex)"	\$22.07	0.01	0.00003	Ratio of ISDN Centrex Removes to Total PIC Changes	\$0.000010
28	Remove PIC protection for "GEM"	\$4.56	0.09	0.0016	Ratio of GEM Removes to Total PIC Changes	\$0.0007
29	Remove PIC/LPIC Protection (outside vendor) - Telespectrum	\$4,725.25	0.0000093	1/Total PIC-LPIC Transactions		\$0.0044
30	Provide Customer Account Record Exchange (CARE)/ASC/IPOC support - All PIC Changes	\$42,985.95	0.0000093	1/Total PIC-LPIC Transactions		\$0.040
31	Provide Customer Account Record Exchange (CARE)/ASC/IPOC support - Manual PIC Changes	\$55,078.23	0.0000093	1/Total PIC-LPIC Transactions		\$0.051
32	Provide Slammer Administration support	\$71,089.50	0.0000093	1/Total PIC-LPIC Transactions		\$0.066
33	Provide TPV for a consumer customer care PIC/LPIC change	\$0.81	0.49	73.05%	% of manual orders worked by Consumer Customer Care center	\$0.290
34	Provide TPV for a business non complex PIC/LPIC change	\$0.06	0.22	3.65%	% of manual orders worked by Non Complex (Value) center	\$0.0005
35	Provide TPV for a business non complex PIC/LPIC add protect	\$0.0010	0.22	3.65%	% of manual orders worked by Non Complex (Value) center	\$0.0000080
Ln	Cost Element / Activities	Unit Activity Cost Source: Input Tab	Orders / PIC Source: Drivers	Activity Driver Description	Activity Cost (G=C*D)	
36	Provide Service Order Computer cost, per order	\$0.98	0.350	PIC/LPIcs per Order - Wtd. Avg based on service orders	\$0.34	
37	Provide PIC IT Cost, per PIC change	\$0.42	n/a	n/a	\$0.42	
38	Total Cost > SUM (Ln 1....37)					\$3.41

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Bill of Activity Costs							
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
							Unit Resource Cost (\$/hr)
Activities / Resources							
In	Workgroup	Job Title	Source: BORC	Source: Input	Source: Input	Source: Input	(H=E60*FG)
Change PIC for "Customer Care Center"							
Call into CCC by customer or Carrier calls with the customer on-line (3-way). The CTI system provides the representative with the customer's account information. Service rep greets the customer, identifies the name of the caller and determines the reason for the call. Customer advises rep they would like to make a PIC or LPIC change on their account.							
1	Consumer	Service Representative	\$55.88	1.00	100%	\$0.93	
2	Accesses ASON+ to make the PIC or LPIC change order.	Service Representative	\$55.88	0.50	100%	\$0.47	
3	Accesses the ACT screen in ASON+ to make the LPIC change or the EAC1 screen to make the PIC change.	Service Representative	\$55.88	1.50	100%	\$1.40	
4	Allege a slam by customer, rep explains rights, completes a slamming complaint form and sends a follow up to the Slamming Complaint Resolution Team for future adjustments if needed.	Service Representative	\$55.88	4.00	5%	\$0.19	
5	Ask permission to remove slamming protection by verifying the last 4 digits of the SSN. If permission is granted, the protection is removed. If not, order is cancelled.	Service Representative	\$55.88	2.00	5%	\$0.09	
6	Recaps the order activity with the customer to ensure order accuracy.	Service Representative	\$55.88	1.00	100%	\$0.93	
Change was to Ameritech, SBC or SBCLD from anything other than None or Undecided. A third party verification is done by accessing the Calibus website, completing the necessary fields, receiving a record locator number, answering any final questions from the customer, asking satisfaction questions and transferring the caller to the TPV agent.							
7	Completes order, thanks the customer and terminates the call.	Service Representative	\$55.88	1.00	97.0%	\$0.90	
8	Send, by ACIS, the order to the appropriate downstream departments to complete the work.	Service Representative	\$55.88	0.00	100%	\$0.00	
9	Review service order for error, and correct if necessary	Technical Specialist	\$54.77	7.50	2%	\$0.14	
10	Removes LPIC or PIC change and any associated calling plans or cancels order if TPV fails.	Service Representative	\$55.88	5.00	5%	\$0.23	
11							\$5.75
12	Unit Activity Cost > SUM (LN 1....11)						

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Bill of Activity Costs

Add PIC protection for "Customer Care Center"

ACTIVITY BEGINS WITH:

- | | | | | | | | |
|----|---|----------|------------------------|---------|------|------|---------------|
| | | | | | | | |
| 13 | Receive call from customer into CCC, and advises want to add HIC or LPIC protection to account. The service rep sends the customer an application via Mechanized Forms & Letters (MFL). | Consumer | Service Representative | \$55.88 | 1.00 | 100% | \$0.93 |
| 14 | Note the account by rep. Forward to outside vendor for completion. | Consumer | Service Representative | \$55.88 | 0.25 | 100% | \$0.23 |
| 15 | Unit Activity Cost = SUM (LN 13..14) | | | | | | \$1.16 |

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<p>Remove PIC protection for customer care center</p> <p>ACTIVATION BEGINS WITH:</p> <p>Receive call from customer into YRU. CCC or Carrier calls into CCC on 800# with the customer online (3 way call). Rep obtains customer's information and accesses customer's account. Customer advises rep they would like to remove PIC or LPIC protection from their account.</p>	<p>Access ASON+ EAC1/AAC1 screen to remove PIC/LPIC protection. (If VRU used, same questions are asked—order is sent through Service Order Generator to process order.) Rep asks to verify account by</p>
16	
17	

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Access now! Log in at [www.vru.com](#) to register for VRU no protection. (VRU used, same questions are asked.) Order is sent through Service Order Generator (to process order). Rep asks to verify account by requesting bill names social security number or date of birth.

Recap the order activity with the customer to date.

19 Unit Activity Cost > SUM(LN 16,...,18) \$1.17

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Bill of Activity Costs

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Bill of Activity Costs						
Change PIC for "Global Markets"						
20	Receive customer call to request PIC or LPIC change; customer records are reviewed.	Global	Service Representative	\$55.26	1.15	100% \$1.06
21	Request customer to fax or email request and to complete a Letter of Authorization (LOA), if changing PIC/LPIC to SBC Midwest.	Global	Service Representative	\$55.26	1.15	100% \$1.06
22	Ask customer's permission to remove PIC protection if customer has it. Customer requests rep to reinstall PIC protection after carrier change is completed. Rep provides instructions to reinstate PIC protection.	Global	Service Representative	\$55.26	3.00	50% \$1.38
23	Email/fax LOA to customer if customer changing LPIC to SBC Midwest.	Global	Service Representative	\$55.26	2.00	15% \$0.28
24	Fax/email requests and LOA are received. Copies are pulled and fax cover sheet is prepared that will be returned to the customer with order info.	Global	Clerical Associate	\$55.79	2.00	100% \$1.86
25	Log in fax/email for tracking.	Global	Clerical Associate	\$55.79	1.00	100% \$0.93
26	Distribute request to service rep.	Global	Clerical Associate	\$55.79	1.00	100% \$0.93
27	Access ASON to make change and place order using the appropriate screen for PIC or LPIC.	Global	Service Representative	\$55.26	15.00	50% \$6.91
28	Issue third order in ASON to reinstate freeze with a due date after the change order.	Global	Service Representative	\$55.26	30.00	100% \$27.63
29	End order and fill out the cover sheet to be sent to customer to verify completion of order. Confirmation of due date, order numbers.	Global	Service Representative	\$55.26	1.00	50% \$0.46
30	Fax cover sheet back to customer and file and/or email confirmation to customer.	Global	Service Representative	\$55.26	2.00	100% \$1.84
31	Fax cover sheet back to customer and file and/or email confirmation to customer.	Global	Service Representative	\$55.26	1.30	100% \$1.20
32	Unit Activity Cost > SUM (LN 20.....31)					\$45.54
Add PIC protection for "Global Markets"						
ACTIVITY BEGINS WITH:						
33	Call from customer to add PIC or LPIC protection to account. Customer records are reviewed.	Global	Service Representative	\$55.26	1.15	100% \$1.06
34	Email/fax applicable LOA to customer.	Global	Service Representative	\$55.26	2.00	100% \$1.84
35	Fax/email requests and LOA are received. Copies are pulled and fax cover sheet is prepared that will be returned to the customer with order info.	Global	Clerical Associate	\$55.79	2.00	100% \$1.86
36	Log in fax/email for tracking.	Global	Clerical Associate	\$55.79	1.00	100% \$0.93
37	Distribute request to service rep.	Global	Clerical Associate	\$55.79	1.00	100% \$0.93
38	Access ASON to make change and place order using the appropriate screen for PIC or LPIC.	Global	Service Representative	\$55.26	30.00	100% \$27.63
39	End order and fill out the cover sheet to be sent to customer to verify completion of order. Confirmation of due date and order numbers.	Global	Service Representative	\$55.26	2.00	100% \$1.84
40	ACTIVITY ENDS WITH:	Global	Service Representative	\$55.26	1.30	100% \$1.20
41	Fax cover sheet back to customer and file.					\$37.29

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Bill of Activity Costs**Change PIC for "Non Complex Accounts" (Value)**

ACTIVITY BEGINS WITH:
 54 Answer the call (greeting, compliance statement), acknowledge customer request.

55 Clarify request PIC or LPIC or both. Negotiates TNs where changes are to be made. Validate availability of requested carrier(s).

56 Access account in ESON. Review account for pending service orders to determine impact. Access screen(s) to make carrier change. Correct any system errors.

57 Ask for permission to remove protection if customer has slamming protection on their account. If permission is granted, protection is removed. If not, order is canceled.

58 Explain rights if customer alleges slam. Issue correcting service order to switch carrier back. Issue adjustment in BI & forward to SCRT for additional follow-up. This process varies slightly depending on the quantity of calls that require an adjustment & whether or not SEC provides inquiry for the LD carrier.

59 Recap of all elements of order: PIC or LPIC changes. Provide customer with service order number, due date, charges and usage. Offer additional assistance. Script tag, rate call, note BI account, release/store service order.

60 Access TPV website if LPIC change back to SBC Midwest or PIC or LPIC to SBCLD to complete the transfer of customer to Third Party Verification (TPV). Provide TPV agent with required information. Add customer to call & drop off. Note date for follow-up.

61 Review of follow-ups for applicable date. Access account in BI & check for TPV. If TPV number present, note account & release order. If TPV number not present, set add'l follow-up date.

62 Review of 2nd follow-up, access account in BI. If TPV number present, note account & release order. If TPV number not present, cancel/c purge order.

63 Correct error, if necessary, resend order.

64 Unit Activity Cost > SUM (LN 54.....63)

Bill of Activity Costs					
Change PIC for "Non Complex Accounts" (Value)					
54	Answer the call (greeting, compliance statement), acknowledge customer request.	Non Complex	Service Representative (W/d)	\$57.80	0.50
55	Clarify request PIC or LPIC or both. Negotiates TNs where changes are to be made. Validate availability of requested carrier(s).	Non Complex	Service Representative (W/d)	\$57.80	2.30
56	Access account in ESON. Review account for pending service orders to determine impact. Access screen(s) to make carrier change. Correct any system errors.	Non Complex	Service Representative (W/d)	\$57.80	2.00
57	Ask for permission to remove protection if customer has slamming protection on their account. If permission is granted, protection is removed. If not, order is canceled.	Non Complex	Service Representative (W/d)	\$57.80	0.50
58	Explain rights if customer alleges slam. Issue correcting service order to switch carrier back. Issue adjustment in BI & forward to SCRT for additional follow-up. This process varies slightly depending on the quantity of calls that require an adjustment & whether or not SEC provides inquiry for the LD carrier.	Non Complex	Service Representative (W/d)	\$57.80	2.00
59	Recap of all elements of order: PIC or LPIC changes. Provide customer with service order number, due date, charges and usage. Offer additional assistance. Script tag, rate call, note BI account, release/store service order.	Non Complex	Service Representative (W/d)	\$57.80	2.25
60	Access TPV website if LPIC change back to SBC Midwest or PIC or LPIC to SBCLD to complete the transfer of customer to Third Party Verification (TPV). Provide TPV agent with required information. Add customer to call & drop off. Note date for follow-up.	Non Complex	Service Representative (W/d)	\$57.80	2.25
61	Review of follow-ups for applicable date. Access account in BI & check for TPV. If TPV number present, note account & release order. If TPV number not present, set add'l follow-up date.	Non Complex	Service Representative (W/d)	\$57.80	2.25
62	Review of 2nd follow-up, access account in BI. If TPV number present, note account & release order. If TPV number not present, cancel/c purge order.	Non Complex	Service Representative (W/d)	\$57.80	2.25
63	Correct error, if necessary, resend order.	Non Complex	Service Representative (W/d)	\$57.80	2.00
64	Unit Activity Cost > SUM (LN 54.....63)				\$9.90

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Bill of Activity Costs						
Add PIC protection for "Non Complex Accounts" (Value)						
ACTIVITY BEGINS WITH:						
65 Answer the call (greeting, compliance statement). Customer advises they want to add PIC or LPIC protection to account.						
66 Access account in ESON and place an order to add PIC or LPIC protection on account. The order completes automatically. The service rep transfers call to Third Party Verification (TPV) group and drops off the call.						
Receive the next day a TPV report into the business office. If the order was not authorized at the TPV group, follow-up is made. Subsequent R order is issued to add PIC or LPIC protection and, if was approved, a Perm note is made on the account to show that the TPV was authorized and the TPV number.						
68 Correct error, if necessary, resend order						
69 Unit Activity Cost > SUM (LN 65,...,68)						
Change PIC for "Complex Accounts - Sales" (Signature)						
ACTIVITY BEGINS WITH:						
70 Answer the call (greeting, compliance statement), acknowledge customer request.						
71 Clarify request PIC or LPIC or both. Negotiates TNS where changes are to be made. Validate availability of requested carrier(s). If necessary, access Reference Delivery Automation (RDA) to verify carrier PIC code.						
72 Access account in ASON or ASON+. Review account for pending service orders to determine impact. Contact any system errors.						
73 Changing PIC/LPIC to SBC an LOA is required						
74 Explain rights if customer alleges a slam, issue correcting service order to switch carrier back, issue adjustment in BI & forward to SCRT for additional follow-up. This process varies slightly depending on the quantity of calls that require adjustment and whether or not SBC provides inquiry for the LD carrier.						
75 Ask for permission to remove protection if customer has slamming protection. If permission is granted, protection is removed. If not, order is canceled.						
76 Access ASON and issue an order to change the carrier from the old carrier to the new carrier. Send order.						
77 Recap of all elements of order, PIC or LPIC changes. Provide customer with service order number, due date, charges and usage. Offer additional assistance. Script tag, rate call, note BI account, release/store service order.						
78 Unit Activity Cost > SUM (LN 70,...,77)						
\$10.36						

SBC - Indiana Study

Bill of Activity Costs

**Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study**

2005-2006

September 2004

Bill of Activity Costs						
Add PIC protection for "Complex Accounts - Sales" (Signature)						
ACTIVITY BEGINS WITH:						
79	Answer the call (greeting, compliance statement). Customer advises wants to add PIC or LPIC protection to account.	Sales	Service Representative	\$57.85	1.00	100% \$0.96
80	Email/fax applicable LOA (blank form) to customer to complete and return.	Sales	Service Representative	\$57.85	1.00	100% \$0.96
81	Return, by customer, LOA via mail to the assigned customer advocate in the center. Service rep reviews form for accuracy and completeness.	Sales	Service Representative	\$57.85	0.25	100% \$0.24
82	Access account in ASON or ASON+ and place an order to add PIC or LPIC protection on account. This order will add PIC or LPIC protection to all lines on the account.	Sales	Service Representative	\$57.85	1.00	100% \$0.96
83	Unit Activity Cost > SUM (LN 79....82)					\$3.12
Remove PIC protection for "Complex Accounts - Sales" (Signature)						
ACTIVITY BEGINS WITH:						
84	Request to remove PIC protection and letter of authorization (LOA) are emailed or faxed into the center from the Account Executive or Sales Center. Review request.	Sales	Service Representative	\$57.85	1.00	100% \$0.96
85	Call requestor for copy of LOA if not included with the request.	Sales	Service Representative	\$57.85	2.00	100% \$1.93
86	Access account in ASON and remove PIC/LPIC protection. The order removes PIC/LPIC protection from all lines on the account.	Sales	Service Representative	\$57.85	1.00	100% \$0.96
87	Send the order in to the appropriate downstream departments to complete the work.	Sales	Service Representative	\$57.85	1.00	100% \$0.96
88	Unit Activity Cost > SUM (LN 84....87)					\$4.81
Change PIC for "Complex Accounts - Sales Support" (Signature)						
ACTIVITY BEGINS WITH:						
89	Request to change PIC or LPIC are emailed or faxed into the center from the Account Executive or Sales Center. Review request.	BCS	Service Order Writer	\$58.85	2.00	100% \$1.96
90	Look at ACIS Billing Inquiry (BI) System records to verify current carrier for PIC, LPIC, PIC Protection Initiative.	BCS	Service Order Writer	\$58.85	3.50	100% \$3.43
91	Changing PIC/LPIC to SBC an LOA is required	BCS	Service Order Writer	\$58.85	1.00	95% \$0.93
92	Access Reference Delivery Automation (RDA) to verify carrier PIC code.	BCS	Service Order Writer	\$58.85	1.00	42% \$0.41
93	Verify correct PIC code for carrier of choice. Some carriers have multiple PIC's under different names & some have PIC's that we can not add.	BCS	Service Order Writer	\$58.85	2.25	57% \$1.26
94	Access ASON and issue an order to change the carrier from the old carrier to the new carrier. Send order.	BCS	Service Order Writer	\$58.85	18.50	100% \$18.24
95	Pull up Bill Inquiry screen and note order information (what was done on the account).	BCS	Service Order Writer	\$58.85	1.00	100% \$0.98
Access on-line system, complete and fax order confirmation form to Account Executive or Sales Center. Order confirmation form consists of 2 pages of information, ie. originator name and fax, customers name, tracking number, sales code #, contract info, PIC or LPIC.						
96	Closes account in Productivity Order Profile (POP)	BCS	Service Order Writer	\$58.85	2.00	100% \$1.96
97	Close account in Productivity Order Profile (POP)					\$0.98
98	Unit Activity Cost > SUM (LN 89....97)					\$30.15

SBC - Indiana Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs**Add PIC protection for "Complex Accounts - Sales Support" (Signature)**

ACTIVITY BEGINS WITH:						
99 Requests to add PIC or LPIC protection and Letter of Authorization (LOA) are emailed or faxed into the center from the Account Executive or Sales center. Review request.	BCS	Service Order Writer	\$58.85	1.00	100%	\$0.98
100 Call requestor for copy of LOA if not included with request.	BCS	Service Order Writer	\$58.85	2.00	25%	\$0.57
Access account in ASON and add PIC or LPIC protection on account.	BCS	Service Order Writer	\$58.85	1.00	100%	\$0.98
This order adds PIC or LPIC protection to all lines on account.						\$2.53
102 Unit Activity Cost > SUM (LN 99....101)						

Remove PIC protection for "Complex Accounts - Sales Support" (Signature)

ACTIVITY BEGINS WITH:						
103 Request to remove PIC protection and letter of authorization (LOA) are emailed or faxed into the center from the Account Executive or Sales Center. Review request.	BCS	Service Order Writer	\$58.85	1.00	100%	\$1.96
104 Call requestor for copy of LOA if not included with the request.	BCS	Service Order Writer	\$58.85	2.00	100%	\$0.98
105 Access account in ASON and remove PIC/LPIC protection. The order removes PIC/LPIC protection from all lines on the account.	BCS	Service Order Writer	\$58.85	1.00	100%	\$0.98
106 Send the order to the appropriate downstream departments to complete the work.	BCS	Service Order Writer	\$58.85	1.00	100%	\$4.90
107 Unit Activity Cost > SUM (LN 103....106)						

SBC - Indiana Study

Bill of Activity Costs

Presubscription Interexchange Carrier (PIC) Change Charge Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs

Change PIC for "ISDN Call Center (Prime)"

ACTIVITY BEGINS WITH:

Request to change PIC or LPIC are emailed or faxed into the center from the Authorized Distributor, Project Manager or Sales group. Print request off email or gather request off fax, ensure all paperwork for request is in the Center.

Review request; load into Productivity Order Profile (POP) system and assign to Market Support Specialist (MSS). Validate request is filled out correctly and all required information is obtained, i.e., BTN, customer account information, Project Manager information, etc. Access POP system and enter request. POP assigns request to the next available MSS capable of working the task type (order type). Exit POP system. Loader delivers the request to the assigned MSS.

Access Electronic Processing (EPRO) system and enter required information, i.e., billing info, authorized distributor info, order info. Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, working telephone number of PIC change). EPRO contains a lot of detailed tracking information.

Access Bill Inquiry (BI) system to verify current carrier for PIC/LPIC. The PIC or LPIC code in the Customer Service Record (CSR) is not always in a specified location of the record. Locating the code can take several minutes to find. Access Service Provisioning System (SPS) to verify current carrier for PIC or LPIC and any pending orders. Access ASON system for any pending orders.

Verify LOA is included with request. If no LOA, check BI for permanent notification.

If no LOA and no permanent notation in BI, call originator of request and request LOA be emailed or faxed.

Access RDA system, verify/obtain the correct PIC or LPIC code for the carrier requested.

Issue SPS order.

Access SPS, enter Billed Telephone Number (BTN) and issue new order information to make the changes to PIC. Note details of request.

Issue ASON (ACIS order/record change) order and verify order goes 2 Pending.

Access ASON and manually create the order from scratch. Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 2P. (2P means the order is pending, there are no errors on the order, the order is ready to flow through on the due date and the order flows to downstream departments.) If order goes 1Pending (error out; normally formatting error on PIC changes), MSS corrects order, end order and pulls order back up to view to ensure the order has flowed through to 2P.

Access note screen in BI system and note order information.

Access EPRO system, pull up track number, x the appropriate field to show request is complete. Send order confirmation to originator via fax or email.

ACTIVITY ENDS WITH:
Access POP system, pull up track number and complete the request.

120 Unit Activity Cost > SUM (LN 108.....119)

\$31.51

SBC - Indiana Study

Bill of Activity Costs

Presubscription Interexchange Carrier (PIC) Charge Charge Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs					
Add PIC protection for "ISDN Call Center (Prime)"					
ACTIVITY BEGINS WITH:					
121 Requests to add PIC or LPIC protection and Letter of Authorization (LOA) are emailed or faxed into the center from the Authorized Distributor, Project Manager or Sales group. Print request off email or gather request off fax, ensure all paperwork for request is in the Center.	BCS	Technical Associate	\$58.85	1.00	100% \$0.98
Review request, load into Productivity Order Profile (POP) system and assign to MSS.					
Validated request is filled out correctly and all required information is obtained, i.e., B1N, customer account information, Project Manager information, etc. Access POP system and enter request. POP assigns request to the next available MSS capable of working the task type (order type). Exit POP system. Loader delivers the request to the assigned MSS.	BCS	Technical Associate	\$58.85	5.00	100% \$4.90
Access Electronic Processing (EPRO) system and enter required information, i.e., billing info, authorized distributor info, order info.	BCS	Technical Associate	\$58.85	5.00	100% \$4.90
Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, telephone number or where PIC code). EPRO contains a lot of detailed tracking information.	BCS	MSS	\$69.13	0.50	100% \$0.58
Check PPC process in RDA to verify all paperwork received for the add PPC request, ex. (LOA, PPC add form).	BCS	MSS	\$69.13	1.50	20% \$0.35
Call originator of request if no LOA and no perm notation in B1 and 125 request LOA be emailed or faxed.					
Issue ASCON (ACIS order/record change) order and verify order goes 3C (Complete).	BCS	MSS	\$69.13	5.00	100% \$5.76
126 Access ASCON and manually create the (R order) Record Order from scratch. Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 3C (Complete).	BCS	MSS	\$69.13	5.00	100% \$5.76
127 Access EPRO system, pull up track number, x the appropriate field to Access EPRO system, pull up track number and note order information.	BCS	MSS	\$69.13	1.00	100% \$1.15
128 Show request is complete. Send order confirmation to originator via fax or email.	BCS	MSS	\$69.13	2.00	100% \$2.30
129 ACTIVITY ENDS WITH:					
Access POP system, pull up track number and complete the request.	BCS	MSS	\$69.13	1.00	100% \$1.15
Unit Activity Cost > SUM (LN 121....129)					\$32.07

SBC - Indiana Study

Bill of Activity Costs

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs					
<i>Remove PIC protection for "ISDN Call Center Prime".</i>					
ACTIVITY BEGINS WITH:					
130 Request to remove PIC or LPIC protection and Letter of Authorization (LOA) are emailed or faxed into the center from the Authorized Distributor. Project Manager or Sales group. Print request off email or gather request off fax. ensure all paperwork for request is in the Center.	BCS	Technical Associate	\$58.85	1.00	100%
Review request. Load into Productivity Order Profile (POP) system and assign to Market Support Specialist (MSS).					
Validable request is filled out correctly and all required information is obtained. i.e., BTN, customer account information, Project Manager information, etc. Access POP system and enter request. POP assigns request to the next available MSS capable of working the task type (order type). Exit POP system. Loader delivers the request to the assigned MSS.	BCS	Technical Associate	\$58.85	5.00	100%
Access Electronic Processing (EPRO) system and enter required information, i.e., billing info, authorized distributor info, order info.					
131 Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, telephone number of where PIC code). EPRO contains a lot of detailed tracking information.	BCS	Technical Associate	\$58.85	5.00	100%
Access EPRO system and manually create the (R order) Record Order from scratch. Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 3C (Complete).	BCS	MSS	\$69.13	0.50	100%
133 Check PPC process in RDA to verify all paperwork received for the request if no LOA and no perm notation in BI and request LOA be emailed or faxed.	BCS	MSS	\$69.13	1.50	20%
Issue ASN (ACIS order/record change) order and verify order goes 3C (Complete).	BCS	MSS	\$69.13	5.00	100%
135 Access ASN and manually create the (R order) Record Order from scratch. Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 3C (Complete).	BCS	MSS	\$69.13	5.00	100%
136 Access note screen in BI system and note order information.	BCS	MSS	\$69.13	1.00	100%
Access EPRO system, pull up track number, x the appropriate field to show request is complete. Send order confirmation to originator via fax or email.	BCS	MSS	\$69.13	2.00	100%
ACTIVITY ENDS WITH:					
138 Access POP system, pull up track number and complete the request.	BCS	MSS	\$69.13	1.00	100%
139 Unit Activity Cost > SUM (LN 130....138)					\$22.07

SBC - Indiana Study

Presubscription Interexchange Carrier (PIC) Change Charge Nonrecurring Cost Study

2005-2008

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Bill of Activity Costs

Bill of Activity Costs						
Change PIC for "ISDN Call Center (Direct)"						
ACTIVITY BEGINS WITH:						
Request to change PIC or LPIC are emailed or faxed into the center from off email or gather request off fax, ensure all paperwork for request is in the Center.						
Review request, load into Productivity Order Profile (POP) system and assign to MSS.						
Validate request is filled out correctly and all required information is obtained, i.e. BTN, customer account information, Project Manager information, etc. Access POP system and enter request. POP assigns request to the next available MSS capable of working the task type (order type). Exit POP system. Loader delivers the request to the assigned MSS.	BCS	Technical Associate	\$58.85	1.00	100%	\$0.98
Access Electronic Processing (EPRO) system and enter required information, i.e. billing info, authorized distributor info, order info.	BCS	Technical Associate	\$58.85	5.00	100%	\$4.90
Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, working telephone number of PIC change). EPRO contains a lot of detailed tracking information.						
Access Bill Inquiry (BI) system to verify current carrier for PIC/LPIC.						
The PIC/LPIC code in the Customer Service Record (CSR) is not always in a specified location of the record. Locating the code can take several minutes to find. Access Service Provisioning System (SPS) to verify current carrier for PIC or LPIC and any pending orders. Access ASN System for any pending orders.	BCS	MSS	\$69.13	3.00	100%	\$3.46
Issue ASN (ACIS order/record change) order and verify order goes 2Pending.						
Access ASN and manually create the order from scratch.						
Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 2Pending.						
147 (2Pending means the order is pending, there are no errors on the order, the order is ready to flow through on the due date and the order flows to downstream departments.) If order goes 1Pending (error out; normally formatting error or PIC changes), MSS corrects order, end order and pulls order back up to view to ensure the order has flowed through to 2Pending.	BCS	MSS	\$69.13	5.00	100%	\$5.76
148 Access note screen in BI and note order information.	BCS	MSS	\$69.13	1.00	100%	\$1.15
Access EPRO system, pull up track number, x the appropriate field to show request is complete. Send order confirmation to originator via fax or email.	BCS	MSS	\$69.13	2.00	100%	\$2.30
150 ACTIVITY ENDS WITH:						
Access POP system, pull up track number and complete the request.	BCS	MSS	\$69.13	1.00	100%	\$1.15
151 UNIT ACTIVITY COST > SUM / IN 140 150						

SBC - Indiana Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs						
Add PIC protection for "ISDN Call Center (Direct)"						
ACTIVITY BEGINS WITH:						
152	Request to add PIC or LPIC protection and Letter of Authorization (LOA) are emailed or faxed into the center from the Authorized Distributor.	Project Manager or Sales group. Print request of email or gather request off fax, ensure all paperwork for request is in the Center.	BCS	Technical Associate	\$58.85	1.00
						100% \$0.98
153	Review request, load into Productivity Order Profile (POP) system and assign to Market Support Specialist (MSS).	Validate request is filled out correctly and all required information is obtained, i.e. BTN, customer account information, Project Manager information, etc. Access POP system and enter request. POP assigns request to the next available MSS capable of working the task type (order type). Exit POP system. Loader delivers the request to the assigned MSS.	BCS	Technical Associate	\$58.85	5.00
						100% \$4.90
154	Access Electronic Processing (EPRO) system and enter required information, i.e. billing info, authorized distributor info, order info. Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, working telephone number of PIC change). EPRO contains a lot of detailed tracking information.	BCS	MSS	Technical Associate	\$58.85	5.00
						100% \$4.90
155	Check PPC process in RDA to verify all paperwork received for the add PPC request, ex. LOA, PPC add form.	BCS	MSS	MSS	\$69.13	0.50
						100% \$0.58
156	Call originator of request if no LOA and no perm notation in BI and request LOA be emailed or faxed.	BCS	MSS	MSS	\$69.13	1.50
						20% \$0.35
157	Issue ASON (ACIS/order/record change) order and verify order goes 3C (Complete). Access ASON and manually create the (R order) Record Order from scratch. Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 3C (Complete).	BCS	MSS	MSS	\$69.13	5.00
						100% \$5.76
158	Access note screen in BI System and note order information. Access EPRO system, pull up track number, x the appropriate field to show request is complete. Send order confirmation to originator via fax or email.	BCS	MSS	MSS	\$69.13	1.00
						100% \$1.15
159	ACTIVITY ENDS WITH:	BCS	MSS	MSS	\$69.13	2.00
						100% \$2.30
160	Access POP system, pull up track number and complete the request.	BCS	MSS	MSS	\$69.13	1.00
						100% \$1.15
161	Unit Activity Cost > SUM (LN 152....160)					\$22.07

SBC - Indiana Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cos Study

2005-2008

September 2004

Bill of Activity Costs					
Remove PIC protection for "ISDN Call Center (Direct)"					
ACTIVITY BEGINS WITH:					
162	Request to remove PIC or LPIC protection and Letter of Authorization (LOA) are emailed or faxed into the center from the Authorized Distributor, Project Manager or Sales group. Print request off email or gather request off fax, ensure all paperwork for request is in the Center.	BCS	Technical Associate	\$58.85	1.00
	Review request, load into Productivity Order Profile (POP) system and assign to Market Support Specialist (MSS).				100% \$0.98
163	Validate request is filled out correctly and all required information is obtained, i.e. RTN, customer account information, Project Manager information, etc. Access POP system and enter request. POP assigns request to the next available MSS capable of working the task type (order type). Exit POP System. Loader delivers the request to the assigned MSS.	BCS	Technical Associate	\$58.85	5.00
	Access Electronic Processing (EPRO) system and enter required information, i.e. billing info, authorized distributor info, order info. Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, working telephone number of PIC change). EPRO contains a lot of detailed tracking information.				100% \$4.90
164	Check PPC process RDA to verify all paperwork received for the remove PPC request, ex. (LOA, PPC removal form). Call originator of request if no LOA and no perm notation in BI and request LOA be emailed or faxed.	BCS	Technical Associate	\$58.85	5.00
	Issue ASON (ACIS order/reord change) order and verify order goes 3C (Complete).				100% \$4.90
165	Access ASON and manually create the (R order) Record Order from scratch. Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 3C (Complete).	BCS	MSS	\$69.13	0.50
166	Access EPRO system and note order information.	BCS	MSS	\$69.13	1.50
167	Access EPRO system, pull up track number, x the appropriate field to show request is complete. Send order confirmation to originator via fax or email.	BCS	MSS	\$69.13	5.00
168	ACTIVITY ENDS WITH:				100% \$5.76
169	Access POP system, pull up track number and complete the request.	BCS	MSS	\$69.13	1.00
170	171 Unit Activity Cost > SUM (LN 162....170)				100% \$1.15
					\$22.07

SBC - Indiana Study

Bill of Activity Costs

Presubscription Interexchange Carrier (PIC) Change Charge**Nonrecurring Cost Study**

2005-2008

September 2004

Bill of Activity Costs						
Change PIC for "ISDN Call Center (Centrex)"						
ACTIVITY BEGINS WITH:						
172	Requests to change PIC or LPIC are emailed or faxed into the center from the Authorized Distributor, Project Manager or Sales group. Print request off email or gather request off fax; ensure all paperwork for requests is in the Center.	BCS	Technical Associate	\$58.85	1.00	100%
	Review request, load into Productivity Order Profile (POP) system and assign to Market Support Specialist (MSS).					
173	Validable request is filled out correctly and all required information is obtained. i.e., B/TN, customer account information, Project Manager information, etc. Access POP system and enter request. POP assigns request to the next available MSS capable of working the task type (order type). Exit POP system. Loader delivers the request to the assigned MSS.	BCS	Technical Associate	\$58.85	5.00	100%
	Access Electronic Processing (EPRO) system and enter required information, i.e., billing info, authorized distributor info, order info.					
174	Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, working telephone number of PIC change). EPRO contains a lot of detailed tracking information.	BCS	Technical Associate	\$58.85	5.00	100%
	Access Bill Inquiry (BI) system to verify current carrier for PIC/LPIC. The PIC or LPIC code in the Customer Service Record (CSR) is not always in a specified location of the record. Locating the code can take several minutes to find. Access Service Provisioning System (SPS) to verify current carrier for PIC or LPIC and any pending orders. Access ASON system for any pending orders.					
175	Verify LOA is included with request. If no LOA, check BI for permanent notation.	BCS	MSS	\$69.13	3.00	100%
176	Call originator of request if no LOA and no permanent notation in BI and request LOA be emailed or faxed.	BCS	MSS	\$69.13	1.00	100%
177	Access RDA system, verify/obtain the correct PIC or LPIC code for the carrier requested.	BCS	MSS	\$69.13	1.50	20%
178	Issue ASON (ACIS order/record change) order and verify order goes 2Pending.					
	Access ASON and manually create the order from scratch.					
179	Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 2Pending. (2Pending means the order is pending, there are no errors on the order, the order is ready to flow through on the due date and the order flows to downstream departments.) If order goes 1Pending (error out; normally formatting error on PIC changes), MSS corrects order, end order and pulls order back up to view to ensure the order has flowed through to 2Pending.	BCS	MSS	\$69.13	5.00	100%
180	Access rate screen in BI and note order information.	BCS	MSS	\$69.13	1.00	100%
181	Access EPRO system, pull up track number, x the appropriate field to show request is complete. Send order confirmation to originator via fax or email.	BCS	MSS	\$69.13	2.00	100%
182	ACTIVITY ENDS WITH: Access POP system, pull up track number and complete the request	BCS	MSS	\$69.13	1.00	100%
183	Unit Activity Cost > SUM (LN 172....182)					\$28.40

SBC - Indiana Study

Bill of Activity Costs

Presubscription Interexchange Carrier (PIC) Change Charge

Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs					
Add PIC Protection for "ISDN Call Center (Centrex)"					
ACTIVITY BEGINS WITH:					
184	Request to add PIC or LPIC protection and Letter of Authorization (LOA) are emailed or faxed into the center from the Authorized Distributor, Project Manager or Sales group. Print request off email or gather request off fax, ensure all paperwork for requests is in the Center.	BCS	Technical Associate	\$58.85	1.00
	Review request, load into Productivity Order Profile (POP) system and assign to Market Support Specialist (MSS).				100% \$0.98
185	Validate request is filled out correctly and all required information is obtained, i.e., B/TN, customer account information, Project Manager information, etc. Access POP System and enter request. POP assigns request to the next available MSS capable of working the task type (order type). Exit POP system. Loader delivers the request to the assigned MSS.	BCS	Technical Associate	\$58.85	5.00
	Access Electronic Processing (EPRO) system and enter required information, i.e., billing info, authorized distributor info, order info.				100% \$4.90
186	Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, working telephone number or PIC change). EPRO contains a lot of detailed tracking information.	BCS	Technical Associate	\$58.85	5.00
187	Check PPC process in RDA to verify all paperwork received for the add PPC request, ext. (LOA, PPC add form).	BCS	MSS	\$69.13	0.50
188	Call originator of request if no LOA and no permanent notation in BI and request LOA be emailed or faxed.	BCS	MSS	\$69.13	1.50
	Issue ASN (ACIS order/record change) order and verify order goes 3C (Complete).				20% \$0.35
189	Access ASN and manually create the (R order) Record Order from scratch. Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 3C (Complete).	BCS	MSS	\$69.13	5.00
190	Access note screen in BI system and note order information (order number, and order request) information.	BCS	MSS	\$69.13	2.00
	Access EPRO system, pull up track number & the appropriate fields to show request is complete. Send order confirmation to originator via fax or email.				100% \$2.30
191	ACTIVITY ENDS WITH:	BCS	MSS	\$69.13	1.00
192	Access POP system, pull up track number and complete the request.	BCS	MSS	\$69.13	1.00
193	Unit Activity Cost > SUM (LN 184....192)				\$22.07

SBC - Indiana Study

Bill of Activity Costs

**Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study**

2005-2008

September 2004

Bill of Activity Costs					
Remove PIC protection for "ISDN Cell Center (Centrex)"					
ACTIVITY BEGINS WITH:					
194	Request to remove PIC or LPIC protection and Letter of Authorization (LOA) are emailed or faxed into the center from the Authorized Distributor, Project Manager or Sales group. Print request off email or gather request off fax, ensure all paperwork for request is in the Center.	BCS	Technical Associate	\$58.85	1.00
	Review request, load into Productivity Order Profile (POP) system and assign to Market Support Specialist (MSS).				100%
	Validate request is filled out correctly and all required information is obtained, i.e., BTN, customer account information, Project Manager name, bill telephone number, order number, circuit information, telephone number of where PIC code), EPRO contains a lot of detailed tracking information.				\$0.98
195	Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, telephone number of where PIC code). EPRO contains a lot of detailed tracking information.	BCS	Technical Associate	\$58.85	5.00
	Access Electronic Processing (EPRO) system and enter required information, i.e. billing info, authorized distributor info, order info				100%
196	Call originator of request if no LOA and no permanent notation in BI and request LOA be emailed or faxed.	BCS	MSS	\$69.13	0.50
	Check PPC process in RDA to verify all paperwork received for the remove PPC request, ex. (LOA, PPC removal form).	BCS	MSS	\$69.13	1.50
197	Issue ASN (ACIS order/record change) order and verify order goes 3C (Complete).	BCS	MSS	\$69.13	5.00
198	Access ASN and manually create the (R order) Record Order from scratch. Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 3C (Complete).	BCS	MSS	\$69.13	1.00
199	Access note screen in BI system and note order information (order number and order request information).	BCS	MSS	\$69.13	100%
200	Access EPRO system, pull up track number > the appropriate field to show request is complete. Send order confirmation to originator via fax or email.	BCS	MSS	\$69.13	\$1.15
201	ACTIVITY ENDS WITH:	BCS	MSS	\$69.13	2.00
202	Access POP system, pull up track number and complete the request.	BCS	MSS	\$69.13	100%
203	Unit Activity Cost > SUM (LN 194.....202)				\$22.07

SBC - Indiana Study

Presubscription Interexchange Carrier (PIC) Change Charge
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September 2004

Bill of Activity Costs					
Change PIC for "GEM"					
ACTIVITY BEGINS WITH:					
204 Receive the request via email or fax and reviews the request for accuracy or the customer calls into the center directly and advises the customer advocate wants to make a PIC or LPIC change.					
205 Verify PIC/LPIC request in Bill Inquiry/ACIS billing system. Access RDA if carrier code unknown.					
206 Explain rights if customer alleges a slam & complete slamming form. FLUPS information to the SCRT team.					
Fax LOA to customer on-line from desktop if customer has slamming protection on their account and LOA not included with request and request customer to fax completed LOA back for our records. Customer advocate asks for permission to remove protection. If permission is granted, protection is removed. If not, order is canceled.					
207 Input service order into ASON order system.					
208 Verify the order is error free. Complete order confirmation via reply email to customer. Send order for processing via END command.					
209 Unit Activity Cost > SUM (LN 204....209)					
210 Unit Activity Cost > SUM (LN 204....214)					
Add PIC protection for "GEM"					
ACTIVITY BEGINS WITH:					
211 Receive the request via email or fax and review the request for accuracy or the customer calls into the center directly and advises the customer advocate wants to add PIC or LPIC protection.					
212 Email/fax applicable LOA (blank form) to customer to complete and return.					
213 Return LOA by customer via mail to the assigned customer advocate in the center. Service rep reviews form for accuracy and completeness.					
Access account in ASON and add PIC or LPIC protection on each BTN account. This order will add PIC or LPIC protection to all lines each BTN account.					
214 Unit Activity Cost > SUM (LN 211....214)					
215 Unit Activity Cost > SUM (LN 211....214)					
Remove PIC protection for "GEM"					
ACTIVITY BEGINS WITH:					
216 Receive the request via email or fax and review the request for accuracy or the customer calls into the center directly and advises the customer advocate wants to remove PIC or LPIC protection.					
217 Email/fax applicable LOA (blank form) to customer to complete and return.					
218 Return LOA by customer via mail to the assigned customer advocate in the center. Service rep reviews form for accuracy and completeness.					
Access account in ASON and issue a record order to remove PIC or LPIC protection on each BTN account. This order will remove PIC or LPIC protection to all lines on each BTN account.					
219 Unit Activity Cost > SUM (LN 216....219)					
220 Unit Activity Cost > SUM (LN 216....219)					

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Presubscription Interexchange Carrier (PIC) Change Charge
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Bill of Activity Costs						
(A)	(B)	(C)	(D)	(E)	(F)	(G)
				Unit Resource Cost (\$/hr)	Resource Driver	Resource Cost
			Workgroup	Job Title	Source: BORC	Source: Drivers (G=E*F)
Ln	Activities / Resources					
	<i>Provide Customer Account Record Exchange (CARE)/ASC/POC support - All PIC Changes</i>					
221	CARE Support	CARE	Area Manager	\$73.25	104	\$7,618.00
222	CARE Support	CARE	Manager-MI	\$65.89	333	\$21,928.19
223	CARE Support	CARE	Manager-OH	\$78.06	83	\$6,494.59
224	IPOC Call Group	CARE	Service Representative	\$58.07	16	\$905.89
225	IPOC Collections	CARE	Service Representative	\$58.07	104	\$6,039.28
226	Unit Activity Cost > SUM (LN 221.....224)	CARE				\$42,985.95
	<i>Provide Customer Account Record Exchange (CARE)/ASC/POC support - Manual PIC Changes</i>					
227	IPOC Error Correction	CARE	Service Representative	\$58.07	948	\$55,078.23
228	Unit Activity Cost > SUM (LN 227.....227)					\$55,078.23
	<i>Provide Stemming Administration support</i>					
229	Consumer Support	SCRT	Service Representative	\$54.79	1248	\$68,377.92
230	Business Support	SCRT	Customer Advocate	\$53.21	51	\$2,711.58
231	Unit Activity Cost > SUM (LN 229.....230)					\$71,089.50
(A)	(B)	(C)	(D)	(E)	(F)	(G)
	Activities / Resources					
Ln	<i>Provide Third Party Verification for a customer PIC/LPIC change</i>					
232	Provide TPV for a consumer customer care PIC/LPIC change	\$0.83	0.97	% Time TPV Required for Consumer Customer Care		\$0.81
233	Provide TPV for a business non complex PIC/LPIC change	\$0.83	0.07	% Time TPV Required for Business Non Complex		\$0.06
234	Provide TPV for a business non complex PIC/LPIC add protect	\$0.83	0.00	TPV Non Complex Add Weighting		\$0.0010

SBC - Indiana Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

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Bill of Resource Costs								
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Line	State	JFC	Work Group	Job Title	Labor Cost per Hour (1)	Factor to restate labor rate to current and adjust for inflation (2)	Weighting (3)	Adjusted Labor Cost per Hour (F)*(G)/(H)
1	OH	23XX	Consumer	Service Rep	\$57.06	1.0716	27.25%	\$16.66
2	MI	23XX	Consumer	Service Rep	\$49.65	1.0716	24.27%	\$12.91
3	IL	23XX	Consumer	Service Rep	\$51.13	1.0716	38.60%	\$21.15
4	OK	23XX	Consumer	Service Rep	\$48.70	1.0716	9.88%	\$5.16
5	Weighted	23XX	Consumer	Service Representative			100.00%	\$55.88
6	MI	23XX	Consumer	Technical Specialist	\$51.11	1.0716	100.00%	\$54.77
7	IL	23XX	BCS	Service Representative	\$51.13	1.0716	100.00%	\$54.79
8	OH	23XX	Non Complex	Service Representative	\$57.06	1.0716	26.61%	\$16.27
9	MI	23XX	Non Complex	Service Representative	\$49.65	1.0716	19.88%	\$10.58
10	WI	23XX	Non Complex	Service Representative	\$53.98	1.0716	53.51%	\$30.95
11	Weighted	23XX	Non Complex	Service Representative (Wtd)			100.00%	\$57.80
12	OH	23XX	Global	Service Rep	\$57.06	1.0716	18.62%	\$11.39
13	MI	23XX	Global	Service Rep	\$49.65	1.0716	45.52%	\$24.22
14	IL	23XX	Global	Service Rep	\$51.13	1.0716	35.86%	\$19.65
15	Weighted	23XX	Global	Service Representative			100.00%	\$55.26
16	OH	23XX	Global	Clerical Assoc	\$54.53	1.0716	18.62%	\$10.88
17	MI	23XX	Global	Clerical Assoc	\$52.71	1.0716	45.52%	\$25.71
18	IL	23XX	Global	Clerical Assoc	\$49.97	1.0716	35.86%	\$19.20
19	Weighted	23XX	Global	Clerical Associate			100.00%	\$55.79
20	IL	23XX	BCS	Service Order Writer	\$54.92	1.0716	100.00%	\$58.85
21	IL	23XX	BCS	MSS	\$64.51	1.0716	100.00%	\$69.13
22	IL	23XX	BCS	Technical Associate	\$54.92	1.0716	100.00%	\$58.85
23	IL	23XX	BCS	Customer Advocate	\$51.13	1.0716	100.00%	\$54.79
24	WI	23XX	Sales	Service Representative	\$53.98	1.0716	100.00%	\$57.85
25	IN	23XX	CARE	Area Manager	\$68.35	1.0716	100.00%	\$73.25
26	OH	23XX	CARE	Manager-OH	\$72.84	1.0716	100.00%	\$78.06
27	MI	23XX	CARE	Manager-MI	\$61.49	1.0716	100.00%	\$65.89
28	TX	23XX	CARE	Service Representative	\$54.19	1.0716	100.00%	\$58.07
29	OH	23XX	SCRT	Manager	\$72.84	1.0716	100.00%	\$78.06
30	IL	23XX	SCRT	Service Representative	\$51.13	1.0716	100.00%	\$54.79
31	MI	23XX	SCRT	Customer Advocate	\$49.65	1.0716	100.00%	\$53.21
32	MI	23XX	SCRT	Area Manager	\$82.27	1.0716	100.00%	\$88.16

SBC - Indiana Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Bill of Resource Costs

NOTES:

(1) Labor rates located in input tab

(2) Restate to Current and Inflation Calculations:

Labor Rate Base Year	Year	Value
2004 Wage Increase	2003	2.0%
2005 Wage Increase	2004	2.5%
2006 Wage Increase	2005	2.5%
Inflation to midpoint based on union contract increases.	2006	1.0716

- (3) The Consumer Service Representative, Global Service Representative and Clerical Associate, and Non Complex Service Representative can perform work for Illinois customers. The weightings were based on the number of employees located in each state doing the work function.

SBC - Indiana Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

ACTIVITY DRIVERS					
Drivers					
Activity Drivers					
(A)	(B)	(C)	(D)	(E)	
Line	Driver Description	Percent Orders by Channel	Percent Manual Orders	Value	
1	% of manual orders worked by Consumer Customer Care center	91.76%	79.60%	73.05%	
2	% of manual orders worked by Global Markets center	0.98%	79.60%	0.78%	
3	% of manual orders worked by Complex - Sales (Signature Accounts) center	1.05%	79.60%	0.84%	
4	% of manual orders worked by Complex - Sales Support (Signature Accounts) center	0.33%	79.60%	0.26%	
5	% of manual orders worked by Non Complex (Value) center	4.59%	79.60%	3.65%	
6	% of manual orders worked by ISDN Prime center	0.03%	79.60%	0.00%	
7	% of manual orders worked by ISDN Direct center	0.00%	79.60%	0.00%	
8	% of manual orders worked by ISDN Centrex center	0.04%	79.60%	0.03%	
9	% of manual orders worked by GEM center	1.24%	79.60%	0.99%	
Line	Driver Description	Quantity Add/Remove Protects	Quantity Total PIC/PIC Changes	Value	
10	Ratio of Consumer Customer Care Adds to Total PIC Changes	8192	Source: Input	(E)=(C)/(D)	
11	Ratio of Global Markets Adds to Total PIC Changes	643	1,071,964	0.0076	
12	Ratio of Complex - Sales Account Adds to Total PIC Changes	990	1,071,964	0.0006	
13	Ratio of Complex - Sales Support Account Adds to Total PIC Changes	313	1,071,964	0.0009	
14	Ratio of Non Complex Adds to Total PIC Changes	1273	1,071,964	0.0003	
15	Ratio of ISDN Prime Adds to Total PIC Changes	5	1,071,964	0.0012	
16	Ratio of ISDN Direct Adds to Total PIC Changes	0	1,071,964	0.00005	
17	Ratio of ISDN Centrex Adds to Total PIC Changes	50	1,071,964	0.00005	
18	Ratio of GEM Adds to Total PIC Changes	2189	1,071,964	0.0020	
19	Ratio of Consumer Customer Care Removes to Total PIC Changes	726	1,071,964	0.0007	
20	Ratio of Global Markets Removes to Total PIC Changes	823	1,071,964	0.0008	
21	Ratio of Complex - Sales Removes to Total PIC Changes	454	1,071,964	0.0004	
22	Ratio of Complex - Sales Support Removes to Total PIC Changes	143	1,071,964	0.0001	
23	Ratio of ISDN Prime Removes to Total PIC Changes	4	1,071,964	0.00004	
24	Ratio of ISDN Direct Removes to Total PIC Changes	0	1,071,964	0.0000	
25	Ratio of ISDN Centrex Removes to Total PIC Changes	36	1,071,964	0.000034	
26	Ratio of GEM Removes to Total PIC Changes	1749	1,071,964	0.0016	

SBC - Indiana Study**Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study**

2005-2008

September 2004

Drivers			
(A)	(B)	(C)	(D)
Line	Driver Description	Quantity Total PIC/LPIC Changes Source: Input	Value (1 / C)
27	1/Total PIC-LPIC Transactions	1,071,964	0.0000009329
(A)	(B)	(C)	(D)
Line	Driver Description	PIC/LPIC Changes by Channel Source: Input	Value (1 / C)
28	PIC/LPICS per Order - Consumer	2.04	0.49
29	PIC/LPICS per Order - Global	50.00	0.02
30	PIC/LPICS per Order - Complex - Sales (Signature)	8.40	0.12
31	PIC/LPICS per Order - Complex - Sales Support (Signature)	8.40	0.12
32	PIC/LPICS per Order - Non Complex (Value)	4.46	0.22
33	PIC/LPICS per Order - ISDN Prime	481.00	0.00
34	PIC/LPICS per Order - ISDN Direct	2.00	0.50
35	PIC/LPICS per Order - ISDN Centrex	70.78	0.01
36	PIC/LPICS per Order - GEM	10.87	0.09
37	PIC/LPICS per Order - Wild Avg based on service orders	2.86	0.35
(A)	(B)	(C)	(D)
Line	Driver Description	% Time TPV Required Source: Input	
38	TPV Consumer Customer Care Change Weighting	97.0%	
39	TPV Non Complex Change Weighting	7.0%	

SBC - Indiana Study**Presubscription Interexchange Carrier (PIC) Change Charge**
Nonrecurring Cost Study

2005-2008

September 2004

Drivers					
(A)	(B)	(C)	(D)	(E)	(F)
Line	Driver Description	% Time TPV Required Source: Input	Total Add Quantity Source: Input	Total Transaction Quantity Source: Input	Value $((F)-(C)*(D/E))$
40	TPV Non Complex Add Weighting	100.0%	1273	1,071,964	0.0012
(A)	(B)	(C)	(D)	(E)	(F)
Line	Driver Description	Number of Employees Source: Input	Resource me (annual hours) Source: Input	% Time Dedicated to Support Illinois PIC/PIC Source: Input	Value $((F)-(C)*(D/E))$
41	CARE Area Manager - IN Labor Hours	1	2,080	5.0%	104
42	CARE Manager - MI Labor Hours	1	2,080	16.0%	333
43	CARE Manager - OH Labor Hours	1	2,080	4.0%	83
44	CARE Service Representative - TX Labor Hours (error correction)	4	2,080	11.4%	948
45	CARE Service Representative - TX Labor Hours (call group)	9	2,080	0.08%	16
46	CARE Service Representative - TX Labor Hours (collections)	1	2,080	5.00%	104
47	SCRT Service Representative	3	2,080	20.0%	1,248
48	SCRT Customer Advocate	1	2,080	2.5%	51

SBC - Indiana Study**Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study****2005-2008****September 2004**

Glossary	
AAC1	Intralata Access Carrier ASON+ screen for intralata carrier PIC changes.
ACIS	Ameritech Customer Information System System that does billing of retail customers exchange tariff network access or channel services, equipment and/or usage products and services. It downloads billing based on bill periods.
ASC	Access Service Center Location where service representatives are employed. The ASC was previously called the ICSC (Interexchange Carrier Service Center).
ASON	ACIS Part of the ACIS ordering and billing system, used for the mechanized entry of retail service orders. ASON is used for the basic POTS service and ASON+ for the more complex products and services.
BCS	Business Communication Services
BI	Billing Inquiry Subsystem of ACIS
BORC	Bill of Resource Costs The section of the cost study that shows the cost of each resource. Resources can be labor such as a service representative's time or equipment such as a multipurpose position. In the case of this study it is labor.
BRI	Basic Rate Interface
BTN	Billed Telephone Number
CARE	Customer Account Record Exchange Application that interfaces with the interexchange carriers to provide them with tariffed FCC mandated billing information and optional ALDIS products.
CCC	Consumer Call Center Consumer group of service representatives taking inbound calls from customers. The service representatives handle inquiries for products and services offered by SBC-East.
CMI Aspen Compliance Statement	Outside vendor that handles adding PIC/LPIC protection. Scripted request to access customer's records
CRD	Competitive Response Database Database that receives and sends files to downstream systems to process orders.
CSR	Customer Service Record Reflects the customer's current lines and products with SBC.
CTI	Computer Telephony Information System used by service representatives to place and receive calls.

SBC - Indiana Study**Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study****2005-2008****September 2004**

Glossary	
EAC	Equal Access Carrier ASON+ screen for Intralata carrier PIC changes.
EPRO	Electronic Processing Ordering system used in Brecksville (Ohio), Saginaw (Michigan) and Pewaukee (Wisconsin).
ESON	English Service Order Negotiation
	The letter of authorization is sent to a customer when third party verification cannot take place over the telephone. The LOA is written authorization by the customer that a carrier change can take place and/or blocking protection can be added to the account.
LPIC	Local Prescription Interexchange Carrier The Intralata carrier selected by the customer.
PIC	Presubscription Interexchange Carrier The Intralata carrier selected by the customer.
POP	Productivity Order Profile
	An application which routes electronic orders to the proper Call Center and to an individual Customer Advocate, matching skills with order content.
PPC	Prohibit PIC Change FID used to order add or remove PIC freeze.
PPL	PIC Protect Local FID used to order add or remove LPIC freeze.
RDA	Reference Deployment Automation
	An application that delivers web-based GUI to automate the manually intensive Rapid Deployment table update process.
Script Tag	Scripted request to ask the customer if everything requested has been handled properly.
SCRT	Slamming Complaint Resolution Team
	This group resolves all customer slamming complaints.
SPS	Service Provisioning System
	Provides on-line entry of ISDN and Centrex provisioning requests. Mechanized means of transmitting Centrex provisioning forms from marketing downstream to network departments. Also provides a means of transmitting information provider requests between C
TPV	Third Party Verification
	TPV by a third party vendor is required whenever a PIC/LPIC change is done or blocking protection is added to a customer's account.

Input

SBC - Indiana Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Input	Value	Source
Input		
Completion Date	September 2004	SBC - Indiana Study
State		Presubscription Interexchange Carrier (PIC) Change Charge Nonrecurring Cost Study
Cost Study Title		
Cost Study Subtitle 1		
Cost Study Subtitle 2		
Study Period	2005-2008	
Midpoint	2006	
Labor Rate Base Year	2003	
2004 Wage Increase	2.0%	2004 Union Labor Contract
2005 Wage Increase	2.5%	2004 Union Labor Contract
2006 Wage Increase	2.5%	2004 Union Labor Contract

SBC - Indiana Study

**Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study**

2005-2008

September 2004

Input	Value	Source
Percent of Service Orders by Channel		
Consumer	91.76%	Associate Director-Ad Hoc Reporting
Global Markets	0.98%	Associate Director-Ad Hoc Reporting
Complex - Sales (Signature Accounts)	1.05%	Associate Director-Ad Hoc Reporting
Complex - Sales Support (Signature Accounts)	0.33%	Associate Director-Ad Hoc Reporting
Non Complex (Value Accounts)	4.59%	Associate Director-Ad Hoc Reporting
Government/Education/Municipal (GEM)	1.24%	Associate Director-Ad Hoc Reporting
ISDN Prime	0.003%	Associate Director-Ad Hoc Reporting
ISDN Direct	0.000%	Associate Director-Ad Hoc Reporting
ISDN Centrex	0.042%	Associate Director-Ad Hoc Reporting
Total	100.00%	

PIC/LPIC Changes per Request by Channel

Consumer Customer Care	2.04	Associate Director-Ad Hoc Reporting
Global Markets	50.00	25 PIC and 25 LPIC changes per request (provided by Area Manager - Operations Support)
Signature Accounts - Complex Sales	8.40	Associate Director-Ad Hoc Reporting
Signature Accounts - Complex Sales Support	8.40	Associate Director-Ad Hoc Reporting
Non Complex - Value Accounts	4.46	Associate Director-Ad Hoc Reporting
ISDN Prime	481.00	Associate Director-Ad Hoc Reporting
ISDN Direct	2.00	Associate Director-Ad Hoc Reporting
ISDN Centrex	70.78	Associate Director-Ad Hoc Reporting
Government/Education/Municipal (GEM)	10.87	Associate Director-Ad Hoc Reporting
PIC/LPICs per Order - Wid. Avg based on service orders	2.86	=SUM(Channel Orders * Channel % Orders) / Total Percent

SBC - Indiana Study**Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study**

2005-2008

September 2004

Input		
Input	Value	Source
Manual PIC/LPIC Transactions	853,336	Area Manager - Quality/M&P/Process
Mechanized PIC/LPIC Transactions	218,628	Area Manager - Quality/M&P/Process
Total PIC / LPIC Transactions	1,071,964	Area Manager - Quality/M&P/Process
Percent Manual Transactions	79.60%	Total Manual Orders / Total Orders
Provide Service Order Computer cost, per order	\$0.98	IT SO Billed Cost Study (July 2004) 13 state average
Provide PIC IT Cost, per PIC change	\$0.42	IT PIC Billed Cost Study_R2 13 State Average (July 2004)
Third Party Verification - Cost per Order	\$0.83	Contract rate per TPV (provided by: Associate Director Vendor Management
Outside Vendor (Personix) Add PIC/LPIC Protection	\$20,223.82	Associate Director - Channel Delivery
Outside Vendor (CMI Aspen) Add PIC/LPIC Protection	\$4,395.23	Manager - Quality/M&P/Process
Outside Vendor (Telespectrum) Remove PIC/LPIC Protection	\$4,725.25	Associate Director - SBC External Teleservices
Add/Remove PIC/LPIC Protection Quantities		
Consumer - Add	8,192	Developed using a ratio based on West and Southwest PIC change data
Consumer - Remove	726	Developed using a ratio based on West and Southwest PIC change data
Global - Add	643	Developed using a ratio based on West and Southwest PIC change data
Global - Remove	823	Developed using a ratio based on West and Southwest PIC change data
Complex - Sales (Signature) - Add	990	Developed using a ratio based on West and Southwest PIC change data
Complex - Sales (Signature) - Remove	454	Developed using a ratio based on West and Southwest PIC change data
Complex - Sales Support (Signature) - Add	313	Developed using a ratio based on West and Southwest PIC change data
Complex - Sales Support (Signature) - Remove	143	Developed using a ratio based on West and Southwest PIC change data
Non Complex (Value) - Add	1,273	Developed using a ratio based on West and Southwest PIC change data
Non Complex (Value) - Remove	351	Developed using a ratio based on West and Southwest PIC change data
ISDN Prime - Add	5	Developed using a ratio based on West and Southwest PIC change data
ISDN Prime - Remove	4	Developed using a ratio based on West and Southwest PIC change data
ISDN Direct - Add	0	Developed using a ratio based on West and Southwest PIC change data
ISDN Direct - Remove	0	Developed using a ratio based on West and Southwest PIC change data
ISDN Centrex - Add	50	Developed using a ratio based on West and Southwest PIC change data
ISDN Centrex - Remove	36	Developed using a ratio based on West and Southwest PIC change data
GEM - Add	2,189	Developed using a ratio based on West and Southwest PIC change data
GEM - Remove	1,749	Developed using a ratio based on West and Southwest PIC change data

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Presubscription Interexchange Carrier (PIC) Change Charge Nonrecurring Cost Study

2005-2008

September 2004

Input	Value	Source
Input		
Overhead Factor	32.17%	Derived from ARMS data
Percent of time TPV required for Consumer Customer Care PIC/LPIC Change	97.0%	Manager - Quality/M&P/Process
Percent of time TPV required for Non Complex customer PIC/LPIC Change	7.0%	Field Operations Manager
Percent of time TPV required for Non Complex customer PIC/LPIC Add	100.0%	Field Operations Manager
CARE Area Manager - IN	1	Area Manager - Quality/M&P/Process
CARE Manager - MI	1	Area Manager - Quality/M&P/Process
CARE Manager - OH	1	Area Manager - Quality/M&P/Process
CARE Service Representative - TX (error correction)	4	Manager - ASC
CARE Service Representative - TX (call group)	9	Manager - ASC
CARE Service Representative - TX (collections)	1	Manager - ASC
Annual Hours	2,080	Calculation (52 weeks x 40 hours per week)
CARE Labor Support		
% Dedicated to Support SBC Indiana - Area Manager IN	5.0%	Area Manager - Quality/M&P/Process
% Dedicated to Support SBC Indiana - Manager MI	16.0%	Area Manager - Quality/M&P/Process
% Dedicated to Support SBC Indiana - Manager OH	4.0%	Area Manager - Quality/M&P/Process
% Dedicated to Support SBC Indiana - Service Representative (error correction)	11.4%	Manager - ASC
% Dedicated to Support SBC Indiana - Service Representative (call group)	0.1%	Manager - ASC
% Dedicated to Support SBC Indiana - Service Representative (collections)	5.0%	Manager - ASC
SCRT Service Representative	3	SCRT - Coach Leader
SCRT Customer Advocate	1	SCRT - Manager Call Center
SCRT Labor Support		
% Dedicated to Support SBC Indiana - Service Representative	20.0%	SCRT - Coach Leader
% Dedicated to Support SBC Indiana - Customer Advocate	2.5%	SCRT - Manager Call Center

Input

SBC - Indiana Study

Presubscription Interexchange Carrier (PIC) Change Charge
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2005-2008

September 2004

Input

	Input	Value	Source
Labor Rate Weightings			
		Number of Employees	Weighting %
Consumer		814	27.25%
Ohio		725	24.27%
Michigan		1,153	38.60%
Illinois		295	9.88%
Oklahoma			
Total		2,987	100.00%
Non Complex			
Ohio		174	26.61%
Michigan		130	19.88%
Wisconsin		350	53.51%
Total		653.9	100.00%
Global - Service Representative			
Ohio		27	18.62%
Michigan		66	45.52%
Illinois		52	35.86%
Total		145	100.00%
Global - Clerical Associate			
Ohio		27	18.62%
Michigan		66	45.52%
Illinois		52	35.86%
Total		145	100.00%
OH - 23XX Service Representative		\$57.06	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
MI - 23XX Service Representative		\$49.65	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
IL - 23XX Service Representative		\$51.13	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
OK - 23XX Service Representative		\$48.70	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
MI - 23XX Technical Specialist		\$51.11	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
WI - 23XX Service Representative		\$53.98	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
OH - 23XX Clerical Associate		\$54.53	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
MI - 23XX Clerical Associate		\$52.71	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
IL - 23XX Clerical Associate		\$49.97	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
IL - 23XX Service Order Writer		\$54.92	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
IL - 23XX MSS		\$64.51	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
IL - 23XX Technical Associate		\$54.92	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
IN - 23XX Area Manager		\$68.35	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
OH - 23XX Manager		\$72.84	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
MI - 23XX Manager		\$61.49	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
TX - 23XX Service Representative		\$54.19	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
OH - 23XX Manager		\$72.84	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
MI - 23XX Area Manager		\$82.27	SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04